Microsoft 365 Subscription Optimisation Assessment

What is the service?

The Microsoft 365 Subscription Optimisation Assessment Service is a service that analyses your current Microsoft 365 usage and provides you with actionable insights and recommendations to optimise your costs, benefits, security, and productivity. The service is powered by Surveil, an AI-driven SaaS platform that surfaces deep analytics, on simple dashboards, with powerful actionable insights. The engagement is supported by a Grey Matter 'Microsoft Modern Work Solution Specialist' subject matter expert at every stage, from onboarding to report delivery and review.

What are the challenges?

Microsoft 365 is a cloud-based productivity suite that enables organisations to work from anywhere, collaborate seamlessly, and stay secure. However, managing Microsoft 365 subscriptions can be challenging, especially for organisations with multiple licenses, users, and devices. Some of the common challenges are:

- Not fully utilising the features and benefits of the subscription
- Not taking advantage of the cloud storage, collaboration, and productivity tools
- Not using the advanced security and compliance tools
- Overpaying or underutilising the services
- Not having the right licenses and services for the current and future needs
- Managing security and compliance policies across different applications and devices
- Consolidating and controlling the spending on cloud services
- Identifying unused or underutilised licenses and resources
- Allocating resources more efficiently and reducing waste and overspending
- Measuring user adoption, consumption, and satisfaction
- Forecasting licensing costs and preparing for negotiation

Who is the service for?

The service is for any organisation that uses Microsoft 365 and wants to optimise their subscription management, security, and cost. The service is suitable for organisations of any size, industry, and licensing program. The service can help you if you want to:

- Get a better view of your Microsoft 365 environment and identify potential cost savings and productivity improvements
- Ensure that you have the right licenses and services for your current and future needs
- Optimise your Microsoft 365 plans and features and avoid overpaying or underutilising the services
- Improve your security posture and compliance by identifying and mitigating risks and gaps
- Control your Microsoft 365 investment and monitor and manage your spending on cloud services
- Drive user adoption, satisfaction, and collaboration by leveraging the Microsoft 365 tools and features
- Prepare for your Microsoft 365 contract renewal and negotiation by forecasting your licensing costs and needs

Why is this service beneficial?

By having a Microsoft 365 optimisation service delivered, you can maximise the value and return on investment of your Microsoft 365 subscriptions, while reducing the complexity and hassle of managing them. Some of the benefits of the service are:

- Full, custom report provided following the assessment period with easy onboarding
- Actionable cost, adoption, and usage optimisation insights
- Measure risk through Secure Score metrics and insights into MFA, access sprawl, and security gaps
- Copilot readiness, optimisation, and candidacy recommendations
- Hybrid Working device, collaboration, and telephony analytics
- Smart Tagging and Alerts engines provide greater control

What are the service outputs?

The report is the main output of the service, and it contains both summary and deep-reaching insights, starting with a brief overview of findings and recommendations. The report then dives below the surface to explore the cost, usage, wastage, and optimisation opportunities across highly relevant areas of Microsoft 365, such as:

- Joiners/Movers/Leavers processes, finance optimisation, adoption and consumption of features, AD account distribution, and much more
- Security dashboard, Secure Score, identity, authentication, privileged access, endpoints, data, applications, and security alerts
- Home and office working, social interactions, Teams and channels, Teams endpoints, contact centre, meeting room devices, call management, call quality, PSTN calling, and third-party apps

The report is delivered in a PDF format, and it is accompanied by a Microsoft 365 Solution Specialist review, where you can discuss the findings and recommendations with an expert and get guidance on the next steps.

What is the service fee?

The service is designed to offer a point-in-time delivery, tailored to each organisation's specific Microsoft tenant and the number of licensed users. This ensures that the insights and recommendations are both relevant and actionable, helping organisations to make informed decisions about how to best optimise.

Service	Measure	Billing	1-24 Users	25-74 Users	74-149 Users	150-299 Users	300-499 Users
Microsoft 365 Subscription Optimisation Review*	**Per Tenant**	**One-time**	**Free**	**Free**	**Free**	**Free**	**Free**
Microsoft 365 Subscription Optimisation Assessment	**Per Tenant**	**One-time**	**£250**	**£350**	**£450**	**£550**	**£700**
Microsoft 365 Security Optimisation Assessment	Per Tenant	One-time	£250	£350	£450	£550	£700
Microsoft 365 Copilot Readiness Assessment	Per Tenant	One-time	£250	£350	£450	£550	£700

*One (1) per year limit, unless advised otherwise.

How do I learn more?

If you require any further information or have any questions regarding the service, we encourage you to engage with our team directly. You can reach us at microsoft@greymatter.com.

Our team is ready to provide you with detailed insights and support to ensure that you can leverage the full potential of your Microsoft 365 subscription for your organization. We look forward to assisting you in any way we can and helping you achieve your strategic objectives.